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EXCELLENT PUBLIC MANAGER SERIES

STATE PROFESSIONAL DEVELOPMENT CENTER





In the last 15 years, there has arisen a shift in thinking about how we should work in government and non-profit organizations. Part of this is a return to the concept of public service as a vocation. It involves a mindset that recommits to serving citizens first. The Excellent Public Manager promotes the ideals of engaging employees and citizens alike. This series focuses on some of the key skills needed to become a true public service force in the 21st Century.

1 PERFORMANCE-DRIVEN LEADERSHIP

Since the passage of the Government Performance and Results Act of 1993 (P.L. 103-62) there has arisen an array of performance driven programs. What is needed is a performance driven leadership that integrates the development of performance measures with actual outcome-centered practices. This course will demonstrate how to draft performance measures and properly carry them out.

2 LEADING INNOVATION

In today's environment, the public and non-profit sectors are being challenged more and more to be creative in the way they deliver their services. The problem in many organizations is that they have not been expected to be innovative in the past. Routine practices were favored as safe and compliant. Now we need leaders who can encourage creativity and innovation. This class explores how to move to a more creative environment.



3 GOVERNANCE WEB 2.0

The New Public Service requires that agencies understand and collaborate with information technology services. This seminar explores the way that 21st Century technology changes the way we manage and how to apply appropriate technology.

4 EVIDENCE-BASED MANAGEMENT

Evidence-based management is conducted by managers who recognize the limits of their own knowledge and seek the most effective solutions to problems. This class develops the skills needed to adapt to changing situations or challenges.



5 DECISION MAKING

Decision making is something you do everyday. Some decisions you make without thinking. However, there are those decisions that require some reflection and forethought. How do you decide? This class offers insights into how you make decisions and some tools you can use to make better ones.

6 ENGAGING CITIZENS IN THE 21ST CENTURY

If citizens feel disempowered they tend to blame the public worker. Attendees will learn some ideas of how to engage citizens in the decision making process in a way that restores the ideals of public service. The public employee is more engaged if they can have the core values that contribute to Public Service Motivation (PSM) reinforced. One such key value is the recognition of providing an authentic public service.

Available for POST, CEU, and OPI Renewal

8:30 a.m. - 4:30 p.m.



Investment:
Each class costs \$123 + any additional materials fees
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